

No Wrong Door Resource Team

7/25/2007

9:00 AM-12:00 PM

Welcome and Introductions – Debbie Burcham

- Addressed the importance of the Resource Team and the necessary commitment of all involved parties.

Overview of Implementation- Debbie Burcham

- Develop the No Wrong Door Portal – we will build on what already exists with SeniorNavigator, enhancing No Wrong Door to include individuals with disabilities
- Integrate 2-1-1 Virginia and NWD into a complementary solution- 2-1-1 is willing to do an online chat with individuals who seek services as well as provide other necessary enhancements. We will be putting protocol around the responsibilities included in this process.
- Train and utilize SeniorNavigator Centers as well as other community professionals located throughout Virginia- the main responsibility of this task is to assist implementation sites with expansion of No Wrong Door in the local community.
- Identify and solve barriers pertaining to confidentiality and sharing information in the NWD system- recognizing that I.T. is a small component of this task, the most important thing to approach is the absolute protection of client information and confidentiality.
- Work though barriers to streamlining Medicaid and other service eligibility processing- we must design a process so that individuals can access Medicaid as easily as possible if eligible. This concept is process driven, we need to put a structure around the automated application process.
- Work with DSS state and local staff and private providers to identify possible integration methods of client data with agency software systems- we will look at what is currently available and identify the functionality of the available resources, to determine the next steps.
- Work with state agencies serving individuals who are at risk of institutionalization to ensure those individuals who are served through these agencies are educated about the availability of the NWD system- this approach deals with ensuring that all individuals in the Commonwealth are aware of the services and supports are available to them in the community.
- Educate preadmission screening teams that screen individuals with disabilities for Medicaid-funded services- we will continue to utilize our existing services in the communities while we expand the knowledge base of availability and accessibility of services through disability providers and support networks as well.

Scope Creep

- As a resource team we must make sure that we can avoid scope creep. First and foremost we are about seniors and adults with disabilities; as we continue to build our system we may have the opportunity to include other populations but for now it is important to keep the focus on the task at hand.

Meeting Times

- It was decided that all Resource Team members will send Molly Huffstetler molly.huffstetler@vda.virginia.gov their availability for meeting dates. We will aim to meet from 11 A.M -4 P.M working in the 3 subgroups for 3 hours and then coming back as a collective group for reporting and updates for 2 hours.

Overview of No Wrong Door

- Molly Huffstetler, No Wrong Door Coordinator, gave a brief overview of the vision of No Wrong Door.

Addressing Issues

- We must all be responsible for taking the message of No Wrong Door to our networks. We must have a collaborative voice from both the state and local level in order to continue to move this project forward with the support of all involved partners.
- We must make sure that not only are we communicating as a Resource Team, but that we are taking the message beyond the table.
- Creativity is going to be critical. What we have and what the vision holds is very strong, we must utilize what we have in a creative means.

Greetings from the Commissioner

- Commissioner Christopher welcomed the Resource Team and highlighted the excitement of No Wrong Door throughout the Commonwealth. The Commissioner acknowledged that while a great amount of work has already been accomplished, the vision of No Wrong Door is what we must continue to focus on.

Addressing Issues (Continued)

- There is concern that information is not filtered down from the state or parent agencies to the local levels.
- Currently there is a plan to develop a communication platform to issue information about the federal grants currently underway, including information about No Wrong Door through the Systems Transformation Grant.
 - Kristin Burhop from the Office of the Secretary of Health and Human Services is looking into an Executive Directive from the Governor's Office to offer the importance of state agencies involvement and support of this initiative.
 - Molly Huffstetler, No Wrong Door Coordinator, will work to develop a communication plan and message to be presented for input by the resource team.

Work Plan

- The first three areas of concentration were identified as being:
 - The integration of 2-1-1 Virginia and NWD into a complementary solution;
 - The development of the No Wrong Door Portal; and,
 - The identification and solving of barriers pertaining to confidentiality and sharing of information in the NWD system.

No Wrong Door Portal

- Debbie Burcham provided an example of what the NWD portal could look like. It is important to recognize the variety of audiences that this portal will address.

Next Meeting

- The next meeting is To Be Determined. Molly Huffstetler will be sending out information concerning the next meeting to be held in late August.

Adjourn